## COMMUNICATION STYLES



Low

**Testing**: "Here's what I say. What do you think about it?"

Dictating: "Here's what I say, and never mind why." (dysfunctional)

Asserting: "Here's what I say, and here's why I say it."

Inquiry

Teaching/Explaining: "Here's how the world works, and why I can see it that way."

Process Observing: Making comments concerning the group process, but not the content.

**Sensing**: Watching the conversation flow without saying much, but keenly aware of all that transpires.

Withdrawing: Mentally checking out of the room, and not paying attention (dysfunctional)

High

Advocacy

Persuading: Being open about your position and using inquiry to influence another's opinion.

> **Skillful Discussion:** Sharing your perspective, make reasoning explicit, asks other about assumptions without being critical or accusing

Dialogue: Suspending all assumptions, genuine curiosity creating, suspend judgment, create a "container" in which collective thinking can emerge.

> Manipulating: Giving the impression of balancing advocacy and inquiry, while being closeminded (dysfunctional)

Clarifying: Use to gain understanding.

High

"What do you mean by that?" "Can you help me understand?"

Interrogating: Focus on the other, "Why can't you see that your point of view is wrong?" Leading questions. (dysfunctional)

> **Interviewing**: Exploring others points of view and the reasons behind them.